



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

UNCLASSIFIED

COMMUNICATIONS SYSTEMS MANAGER

Class No. 000987

■ CLASSIFICATION PURPOSE

To plan, manage and direct the activities of the Sheriff's Department Wireless Services Division, including the User Equipment Section and the Network Section; to develop and implement policies and procedures relating to the implementation and management of the San Diego County – Imperial County Regional Communications System (RCS), including voice, data and other systems, and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

This is a one-position unclassified management class allocated only to the Sheriff's Department. The incumbent reports directly to the Director, Sheriff's Management Services and has significant responsibility for formulating policy as it relates to managing the activities of an assigned Wireless Services Division providing radio electronics and microwave communications services to the County of San Diego and non-County public safety and public service agencies throughout San Diego County and Imperial County.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Plans, organizes and directs the activities of an assigned division within the Sheriff's Department providing support and communications services related to wireless voice and data radio electronics systems used by County departments and outside government agencies.
2. Formulates and implements policies and procedures relating to the application, maintenance, utility, and feasibility of microwave, voice and data radio electronics systems and services using a variety of radio frequency spectrum.
3. Directs the development and implementation of departmental plans and programs relating to the Wireless Services Division.
4. Evaluates radio communication systems and services and measures user satisfaction through studies and assessment activities and recommends improvements or adjustments.
5. Reviews and approves proposals and contractual agreements for services or the acquisition of related hardware and software, and system maintenance.
6. Reviews and approves the renewal of existing and acquisition of new radio system site leases.
7. Manages and directs the design, implementation, enhancement and maintenance of wireless voice and data systems.
8. Develops the division's annual budget and monitors revenue and expenditure transactions.
9. Conducts fiscal analysis and prepares cost projections.
10. Identifies operational problems and formulates appropriate solutions.
11. Prepares executive level and technical reports and correspondence.
12. Acts as liaison with other public agencies and private corporations.
13. Provides information to County departments, non-County government agencies and the public regarding departmental activities and the application of technology related to wireless voice and data radio electronics and microwave communications.
14. Supervises subordinate staff.

15. Serves as staff to the Regional Communications Systems (RCS) Board of Directors.
16. Develops policies and procedures to ensure radio site safety and proper maintenance of equipment.
17. Represents the Sheriff's Department and the RCS Board of Directors in matters related to wireless radio communications.
18. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
19. Performs special studies and reports assigned by the Executive Director and/or the RCS Board of Directors as needed.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Principles, methods and techniques of radio systems analysis and design.
- Principles, methods and techniques of voice and data radio communication including trunked radio systems and digital microwave.
- Principles and methods of project management for development of radio systems.
- Principles, methods and techniques of performing quality assurance for network and user radio hardware and software.
- Development and implementation of policy and procedure related to radio systems and microwave communication networks.
- Federal, and state rules and regulations for installation, maintenance and operation of public safety communication systems.
- Principles and practices of supervision and training.
- Principles and theory of public administration including general management, human resources and fiscal management.
- Principles of contract negotiation and administration.
- County customer service objectives and strategies
- The General Management System in principle and in practice.

Skills and Abilities to:

- Develop and implement policy, procedures, and plans.
- Plan, organize, and direct radio systems activities benefiting a large customer base and a multi-County geographic service area.
- Identify and resolve departmental operational problems.
- Prepare separate RCS and divisional budgets and monitor revenues and expenditures.
- Prepare executive-level correspondence and reports.
- Prepare and give frequent public presentations on activities, functions, and issues.
- Supervise, train, and evaluate the work of subordinate staff.
- Communicate effectively orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: a bachelor's degree from an accredited college or university in an area related to radio communications or electronics; AND, five (5) years of recent professional, managerial development and implementation experience in radio and microwave communications systems design and administration. Previous experience must have included managing a radio communication organization.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).

**New: March 17, 1995
Reviewed: April 2004**

Communications Systems Manager (Class No. 000987)

Union Code: UM

Variable Entry: Y